

To whom it may concern:

I believe the peer-to-peer/sharing economy is the way of the future and one of the best innovations to come out of this Technological Era that is filled with social media and apps. Unlike Candy Crush or Words with Friends (though I do love it), Uber is actually doing a great service for people that want to do good. Namely, personally, not to drink and drive.

For several years (if not a decade) I've grown frustrated trying to get a cab to and from my house in Little Havana in Miami, FL. It's a great neighborhood if not the best in Miami. But, due to its central location to all of Miami's hotspots (Brickell, Downtown, Wynwood, South Beach, Coconut Grove, South Miami, Coral Gables) and venues (MIA, Port Miami, Marlins Stadium, AAA etc.) I've ALWAYS had a VERY difficult time hailing a cab.

I HAD been reduced to lying to the cab driver and telling him I was going somewhere far (Ft. Lauderdale) and ONCE me and my friends were in the cab we'd pretend to change our minds and witness the cab driver grow frustrated and get offended.

I have countless other stories to demonstrate how cabs have left me at the airport. This was before they implemented the "taxi line" which, I would like to believe, was at least partly due to me and my family complaining. The last instance being when my brother and I could not get ONE taxi to take us home from our long trip back from Spain. It took a police officer to demand a cab driver take us after a screaming match. Needless to say, it was an awkward trip home.

There was also the time when we wanted a cab for Halloween or New Year's Eve, two celebratory evenings that involve imbibing in alcohol, only for the cab never to come. I called to complain that time too, only to be told you need to call a day in advance. The next few years we tried this and the cabs never came. My mother can attest to the fact that 2 years ago she dropped off her 30 year-old son and his friends at an event in the Design District like I was in the eighth grade going to Miracle Center. We all got a kick out of it but I did feel a bit guilty having my mom drop me off so late at night.

Yet another night we were stranded in Downtown Miami during a rainstorm and when we hailed the cab, he wouldn't let us in until we told him where we were going. I foolishly told him Little Havana and he drove off, almost running over our feet and leaving us in the thunderstorm. We eventually did find a cab almost 40 minutes later that night but we were left so utterly shocked at the lack of professionalism, yet again, from the cab driver. It's almost ironic now how much they want my business.

I've been taking Uber since Halloween of 2014 and have NEVER had one issue. The drivers are all friendly, courteous and most of all, professional. Their cars are spotless, and they drive safe. I can't tell you ONE time where, when sitting in the front passenger seat, an Uber driver has ever forgotten to tell me to buckle up.

The last time I EVER got in a taxi was during Art Basel in December of 2014. I recently moved in with my girlfriend in the Edgewater neighborhood adjacent to Wynwood. We walked over from my apartment to Wynwood and had a great night. We wanted to end our night and one of my friends was tired of

walking and a cab had so happened to drive right in front of us (otherwise we would've just "Uber-ed it"). When we got in and the cab asked us where we were going and I responded honestly. He started screaming and yelling at us to get out of his car. He said it was because of my empty plastic cup I had in my hand. I apologized and threw it away in a near-by garbage can. When I jumped back in the cab he continued to yell and told us to get out. I yelled back and told him this was why Uber was getting his business. A few days before, we had JUST seen a concert at the Young Arts Building (formerly the Bacardi Tower) literally 2 blocks from our apartment. But it was raining. We didn't want to walk. You know who came to pick us up: Uber. They just informed us that there is a \$5.00 minimum and we agreed, as we didn't want to walk in the rain. If there was no Uber, I would have either missed the concert or shown up soaking wet with an upset girlfriend and ruined shoes.

As much as I love Miami, its public transportation is seriously lacking. And, judging by the amount of condos and cranes popping up year after year, it seems like the population is going nowhere but up. Uber has been the sole bright spot in terms of getting to places safely.

As you can tell, I am vehemently against drunk driving. As a victim of a drunk driving accident, I try my hardest to not put myself or anyone else, stranger or friend, in danger. I'm not perfect, I've made some bad decisions, but Uber makes it easier to make the right one.

Sincerely,

Andres de los Santos